



Team Leaders (Bank/Zero/Contracted Hours)

Location: Aston, Birmingham

Hourly Rates of Pay: £15.22- £17.50 per hour dependent on shift.

FTE Salary: £29,679- £34,425

Various Shift Patterns: Daytime shifts, Evening shifts, Overnight shifts and Weekend shifts.

Exciting opportunities have arisen at Badger Group which is a social enterprise that works with key stakeholders including NHS Trusts, local authorities, local Councillors & MPs and GPs to deliver best patient care.

As an out of hours and urgent care provider, we are seeking Team Leaders to work in our 24/7 operation based in Birmingham.

Team Leaders are responsible for supervising the operational staff based at our Call Centre and Treatment Centres across Birmingham and Solihull.

As a Team Leader you will be an integral part of our frontline services team consisting of Clinicians, Call Handlers, Drivers and Receptionists. You will be experienced in running a busy shift and supervising your colleagues to deliver a quality service to our patients.

We are looking for Team Leaders who have a drive and passion to make a difference to people's lives, to be able to work well as part of a team and have good problem solving and excellent interpersonal skills with an empathetic nature. You will be a highly motivated individual with a flexible and positive approach to work.

You can make an invaluable difference every day to patients by providing help and support to people at their time of need.

You will possess excellent organisational, influencing, and problem-solving skills and be able to act on your own initiative. You must have excellent communication skills as a large part of the role involves working closely with both clinical and non-clinical support staff.

Ideally you will have previous experience in this role or have worked in a customer service environment or patient-based environment and understand the Data Protection Act and Confidentiality.

You will be provided with a full in-house training programme to support you in your role.

If you would like to apply to join our dynamic team, please download the Job Description and Person Specification for this role from our website www.badger-group.com and submit your CV along with a Supporting Information (maximum 3 pages) which outlines why you meet the essential skills required for the job. It is a

good idea to look at the 'essentials' skills and knowledge in the Person Specification.
Please send your CV and Supporting Information to recruitment@badger.nhs.uk.

CVs submitted without Supporting Information will not be shortlisted.

Closing Date: CVs and Supporting Information must be submitted by Thursday 4 April 2024.